



حكومة الشارقة
دايرة الخدمات الاجتماعية
GOVERNMENT OF SHARJAH
Social Services Department

Practices of Sharjah Age Friendly City Program 2018

An annual publication issued by the Executive Office of Sharjah Age Friendly City
Program

Version Two

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Introduction:

By joining the WHO's global network of the age- friendly cities in September 2016, Sharjah has emphasized its commitment to the permanent development of services and programs provided to the member of the society in Sharjah, particularly the elderly people, and to enable them to integrate into society in economic, social and health terms, as well as to achieve the sustainable development and the proper infrastructure. As Sharjah's various institutions have worked , in cooperation with the Executive Office of Sharjah Age Friendly City Program that was established in 2017 under H. H. Ruler of Sharjah's resolution, on applying the eight domains of the age friendly cities standards, which were set by WHO in relation to the outdoor areas and buildings, transportations, housing, social participation, respect and social integration, civil participation and employment, communications and information and community support and health services, through the implementation of the strategic plan set to render Sharjah as an age friendly city. The term of this plan is 4 years, starting from 2017 to 2020.

In order to ensure the continuity of the implementation of the practices and initiatives that qualify Sharjah to be an age- friendly city, we present version two of the series of publications documenting the extent of progress in implementation of the initiatives of the strategic plan of Sharjah Age- Friendly City Program. This version explains the practices and results of the initiatives as per the eight domains of the age- friendly cities.

Definitions:

World Health Organization (WHO): shall mean the UN specialized agency established in 1948 to promote international cooperation, with a view to improving health conditions. This agency tasks are related to combating epidemics, quarantine measures, and medicine standardization, in order to improve its vision that is represented in the provision of the highest possible standard of good health for all people.

A Global network of age- friendly cities: shall mean the WHO's network established in 2010 to link the cities, communities, and organizations around the world together, to render them a suitable place to grow up in. The network's task is to motivate and enable cities and communities around the world to become more convenient for aged people.

Age- Friendly Cities Program: shall mean the international effort aiming to assist cities in identifying the main factors of the civil environment, which supports the continuity of being active and healthy with age, through the development of the strategies affecting the health and welfare of aged people in those cities.

Active aging: shall mean the process of maximizing the opportunities of enjoying good health, participation, and safety, to promote life quality with advancing age.

Strategic Plan: shall mean the objectives and multi-stage procedures, through which a concept is set for the future program, with the means and methods are identified through which objectives of the plan are achieved.

Practice: shall mean a course or method of action of a set of organizational procedures and directives, which represent the most efficient methods to achieve an objective on the ground.

The practices provided by Sharjah Age- Friendly City Program in accordance with the domains of age- friendly cities

General practices
(a practice serves the 8 domains)

The Practice:

Developing an indicator of the age- friendly city to measure the services offered to the aged people and to what extent they enjoy these services in Sharjah in accordance with the standards of age friendly cities.

Description of the practice:

It is a set of measures and indicators for measuring to what extent the aged people enjoy the services, as well as the extent of application of the age- friendly cities standards by Sharjah, through surveying the services in coordination with the concerned agencies and conducting the necessary documentation process according to the following classifications: available/ needs improvement/unavailable/not applicable. Such survey shall be re-conducted for two times over the year to measure the change rate.

Objective:

- Fulfilling the commitment to the age- friendly city standards, in order to maintain Sharjah's position as an age- friendly city.
- Highlighting the standards applicable in Sharjah.
- Working on development and improvement of the services provided by the competent bodies, which fall within the standards of the age- friendly cities, particularly the standards which need improvement or that are not available.

Executing agency:

Department of Statistics and Community Development in cooperation with 23 institutions in Sharjah, which have a direct or indirect relationship with the aged people, namely;

Secretariat General of the Executive Council	Department of electronic government	Rubu Qarn Foundation
Sharjah Police General Headquarters	Department of Municipal Affairs, Agriculture and Livestock	Sharjah Heritage Institute
Sharjah Government Media Bureau	Department of Suburban and village Affairs	Sharjah Radio and TV Authority
Department of housing	Department of human resources	Sharjah Health Authority
Department of Public Works	Bee'ah Co.	Roads and Transportation Authority
Department of Planning and Survey	Sharjah Chamber of Commerce & Industry	Prevention and Safety Authority
Department of Economic Development	Sharjah Electricity & Water Authority	-

Outputs expected from the practice:

Achieving progress in the indexes of age- friendly cities.

Mechanism of monitoring the index:

Eight reports for measuring the progress level in the indicator of Sharjah as age- friendly city.

The Extent of the progress of the practice during 2017 and 2018:¹

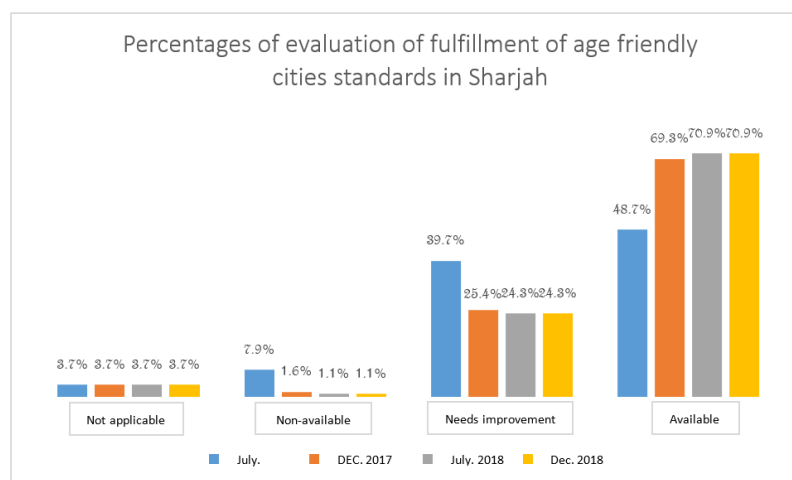
The City's evaluation of itself and its services is one of the most prominent instruments used to measure the extend of its progress and to set its course in accordance with the best practices and global standards, in order to achieve progress, growth and prosperity. Sharjah has applied the standards of age friendly cities according to the guide issued by WHO in this regard. A preliminary evaluation was conducted in June 2017 to measure the extent of application of the services allocated and provided to the aged people in accordance with the standards of age -friendly cities. Moreover, the updates to the standards of age- friendly cities have been followed up by the Department of Statistics and Community Development in cooperation with the Executive Office of the Program and the institutions and agencies in Sharjah to learn about the recent development and the outcomes of improvements made to the services offered by the bodies, which serve the standards of age -friendly cities.

First evaluation Upon launching of the program 31/07/2017			
Available	Needs improvement	Non-available	Not applicable
92	75	15	7

Second evaluation 31/12/2017			
Available	Needs improvement	Non-available	Not applicable
131	48	3	7

Third evaluation 31/07/2018			
Available	Needs improvement	Non-available	Not applicable
134	46	2	7

Fourth evaluation 31/12/2018			
Available	Needs improvement	Non-available	Not applicable
134	46	2	7



¹ Four reports for monitoring the extent of progress in the application of the standards of age friendly cities by Sharjah, in coordination with Sharjah's institutions.

PRACTICES OF FIRST DOMAIN (OUTDOOR AREAS AND BUILDINGS)

About this domain

The outdoor areas and buildings have a significant impact on the communication, independence and quality of aged people's life. They also affect the aged person's ability to get aged in his environment.

General Objective:

Development of services and infrastructure in the city to be in consistent with the needs of all age groups, particularly aged people.

This domain consists of the following practices:

1. Checking and modification of pedestrian crossings and walkways to be free from obstacles and of smooth, sloped surface that can accommodate wheelchairs.
2. Provision of outdoor benches on roads, particularly at stations of transportation means and public spaces, which shall be of regular dimensions.
3. Provision of adequate lighting at the public places visited by old people, particularly the paths leading to mosques.
4. Provision of waiting seats /benches in gardens.
5. Implementation of the initiative of age- friendly buildings.

Practices of the outdoor areas and buildings domain:

1.1 First practice: Checking and modification of pedestrian crossings and walkways to be free from obstacles and of smooth, sloped surface that can accommodate wheelchairs.

Description of the practice:

This practice is about the provision of age- friendly public areas and places, where wide, comfortable ramps are provided for wheelchair users in the areas where aged people move in Sharjah. In addition, the passages, spaces, and walkways should be free from obstacles.

Objective:

Facilitating the aged people's movement, removing any obstacles hindering their movement and having them integrated in the society.

Executing agency:

Roads and Transportation Authority

Outcomes expected from this practice:

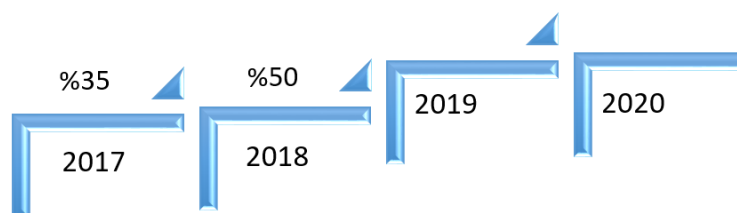
Two hundred checking and modification processes for the walkways, in order to be valid for wheelchair use.

The Extent of progress of the practice during the years 2017 and 2018:

One hundred locations at the Elderly People Home areas were checked, and 100 modification works were performed for the paths and walkways in the areas where the aged people move in Sharjah.



Percentage of progress in the first practice of outdoor areas and buildings focus



1.2 Second practice: Provision of outdoor benches on roads, particularly at the stations of transportation means and public spaces, which shall be of regular dimensions.

Description of the practice:

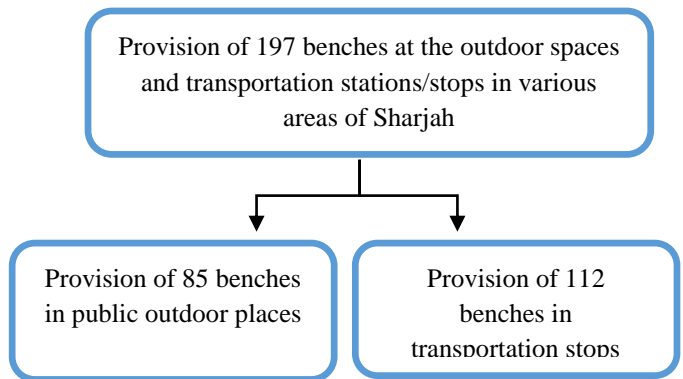
It is about rendering the public areas and transportation stops/stations age -friendly utilities, through the provision of benches of regular dimensions to serve all people, particularly the aged people.

Objective:

Provision of benches on the public roads, rest places ,and public transportation stations to facilitate the use thereof by the aged people.

Executing Agency:

Roads and Transportation Authority
Department of Municipal Affairs, Agriculture and Livestock.



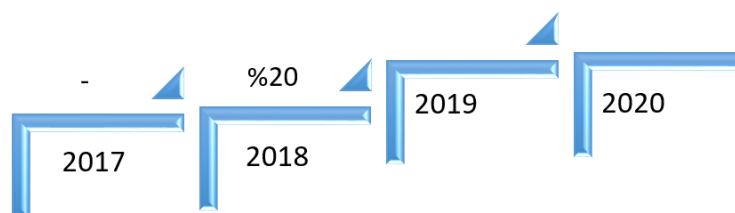
Outcomes expected from the practice:

Provision of 1000 benches at the public areas.

Extent of progress in the practice during the years 2017 and 2018



Percentage of progress in the second practice of outdoor areas and buildings focus



1.3 Third practice: Provision of adequate lighting at the public places visited by old people, particularly the paths leading to mosques.

Description of the practice:

It is about provision of lighting for the areas and places at the residential areas that are permanently visited by the aged people to be age friendly, where lighting is provided for the roads from residential areas to the mosques.

Objective:

Facilitating the aged people's move at their residential areas, and ensuring that they can reach their destination safely and easily.

Executing agency:

Sharjah Electricity and Water Authority

Outcomes expected from the practice:

Lighting of roads to 260 mosques.

Extent of progress in the practice during the years 2017 and 2018:

Lighting of roads leading to 121 mosques in Sharjah. In addition to modification of the type of lighting used and raise the visibility degree level (Lumen).

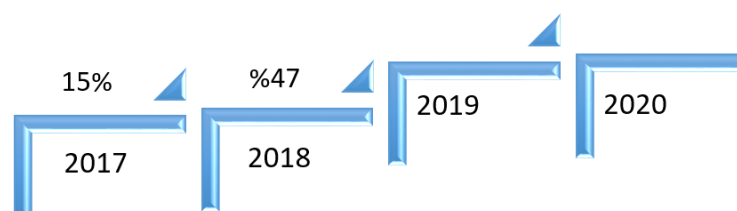
Year 2018: Lighting on roads around 81 mosques



Year 2017: Lighting on roads around 40 mosques



Percentage of progress in the third practice of outdoor areas and buildings focus



1-4 Fourth practice: Provision of waiting seats /benches in the parks.

Description of the practice:

It is about equipping the public parks to be age- friendly, through the provision of waiting seats to serve all people, particularly the aged people.

Objective:

Taking aged people out of their isolation and encouraging them to visit public parks.

Executing agency:

Department of Municipal Affairs, Agriculture and Livestock.

Outcomes expected from this practice:

Provision of 350 seats for taking rest in 40 parks.

The Extent of progress in this practice during the years 2017 and 2018:

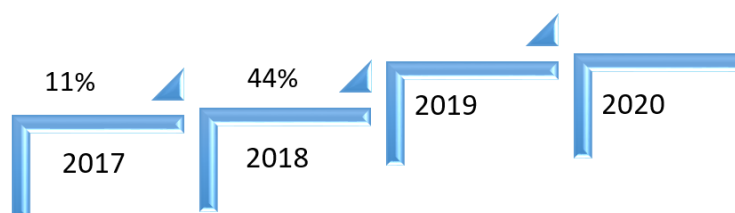
Fixing of 153 benches of special specifications, which are suitable to the aged people in 32 parks in Sharjah emirate cities other than the benches already available in these parks.

Distribution of seats in the parks of Sharjah emirate cities and districts



City/district	Sharjah	Al Hamriya	Al Dhaid	Al Bataeh	Al Madam	Al Mleha	Khor Fakkan	Kalbaa	Dibba Al Hisn
No. of seats	25	14	15	15	15	10	20	20	19
No. of parks	10	2	3	2	3	3	3	4	2

Percentage of progress in the fourth practice of outdoor areas and buildings focus



1.5 Fifth practice: implementation of the initiative of age friendly buildings

Description of the practice:

It is about the application of a set of standards by the agencies and institutions in Sharjah, based on their commitment to provide the aged people with the ability to move easily inside the buildings thereof, in order to ensure that they are integrated in the society through a government program giving the participants therein the title of "Age friendly building".

Objective:

- Encouraging aged people to get out of their isolation and facilitating their movements when finalizing transactions at the government agencies.
- Disseminating the culture of age- friendly buildings, in order to be ready to face the reversal of the demographic pyramid due to the quick aging of the population, expansion of cities and the development of health care provided to the population.

Executing agency:

Executive Office of Sharjah Age Friendly City Program

Outcomes expected from the practice:

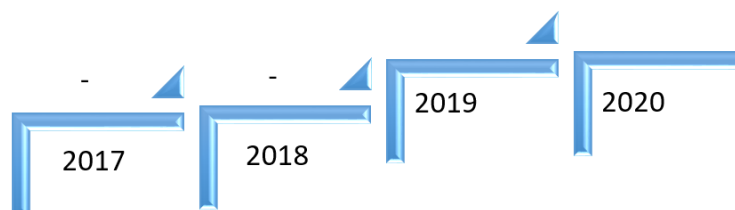
Modification of the design of institutions and agencies operating in Sharjah.

The Extent of progress in this practice during the years 2017 and 2018:

Preparation of the draft resolution of formation of committee of age friendly institutions, which aims at:

- Motivating agencies to complete the standards and requirements, in order to keep pace with the requirements and needs of aged people, and thus achieving the satisfaction and happiness of aged customers.
- Ensuring easy access to and use of all buildings, facilities and services and avail thereof by the aged people independently by relying on themselves.
- Ensuring the availability of buildings and facilities equipped properly to serve the aged people easily.
- The committee shall work on approving the standards, requirements and specifications of age friendly institutions, and it will set the rules and procedures related to the requirements and provisions of assessment of age friendly institutions and the level of services provided by them, as well as identifying the age friendly agencies after they are assessed in the field. In addition, the establishment of a committee on management of initiatives in 2020 is under progress.

Percentage of progress in the fifth practice of outdoor areas and buildings focus



PRACTICES OF THE SECOND DOMAIN (TRANSPORTATION)

About the domain

Transportation, including the public transportation of affordable cost that is available to the public, represents a key factor impacting the active ageing, due to its role in identifying the social and civil participation of the aged people and in helping them to be connected with the society.

General Objective:

Development of services and infrastructure of the transportation sector in the city, in order to be in line with the requirements of all age groups, particularly, aged people.

This domain consists of the following practices:

- 1- Allocation of transportation stops at the public areas for aged people.
- 2- Granting special discounts in public transportation for aged people.
- 3- Provision of special transportation system for bedridden patients.

Practices of Transportation Domain

2.1 First practice: Allocation of transportation stops at the public areas for aged people.

Description of the practice:

It is about the provision of transportation stops/station at the public areas for the aged people, which should conform with the specifications and standards that are suitable to their needs.

Objective:

Ensuring easy access to transportation stops for the aged people, in order to enable them to move to the public facilities and service agencies.

Executing agency:

Authority of Roads and Transportation

Outcomes expected from this practice:

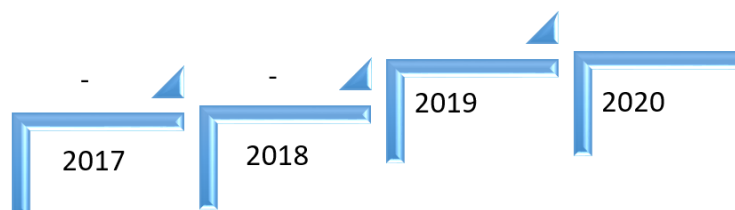
- Allocation and modification of 200 transportation stops for the aged people.
- Addition of an objective to make mechanical modification to transportation means.

Extent of the Progress in this practice during the years 2017 and 2018:

Approving and adoption of the aged people logo that will be used at the public transportation stops. Setting a proper mechanism between the various agencies is under progress. The initiative shall be implemented in 2019.



Percentage of progress in the first practice of transportation focus



2.2 Second practice: Granting special discounts for aged people using public transportation

Description of practice:

This practice is about special discounts and privileges offered to the aged people when using the public transportation in Sharjah emirate.

Objectives:

Provision of facilities and privileges for the aged people in public transportation.

Executing agency:

Roads and Transportation Authority

Outcomes expected from this practice:

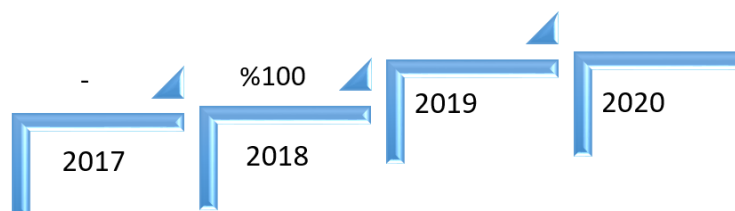
100% of the eligible applications

The Extent of the progress in this practice during the years 2017 and 2018:

Giving discounts for the aged people in public transportation upon showing the national ID. Card.



Percentage of progress in the second practice of transportation focus



2.3 Third practice: Provision of special transportation system for the bedridden patients.

Description of practice:

This practice is about the allocation of special transportation means that are suitable to the aged and crippled people, in order to transport them in non-emergency cases, which require transporting them from their homes to the medical units inside or outside the city, whether in hospitals or clinics.

Objectives:

- Provision of permanent, available transport services for the bedridden persons on periodic basis to medical treatment and following up sessions.
- Modification of the mechanical configuration of the transportation means to be suitable to getting in and out by aged people.

Executing agency:

Sharjah Police General Headquarters

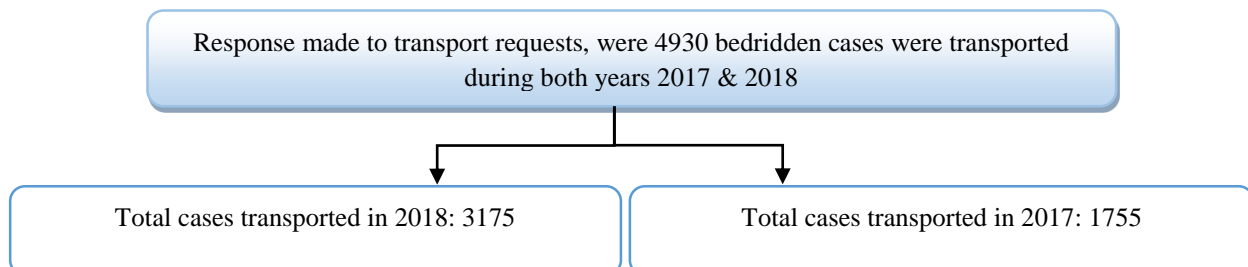
First group: 12 hours system over 3 working days+3 days off: morning shift: 6am to 6pm/ evening shift: 6pm to 6am

S	Shift	Ambulance No.1	Ambulance No.2	Ambulance No.3
1	Morning shift 9 persons	3 persons (driver+ male paramedic+ female paramedic)	3 persons (driver+ male paramedic + female paramedic)	3 persons (driver+ male paramedic + female paramedic)
2	Evening shift 9 persons	3 persons (driver+ male paramedic+ female paramedic)	3 persons (driver+ male paramedic+ female paramedic)	3 persons (driver+ male paramedic+ female paramedic)

Outcomes expected from this practice:

- Provision of a service for transporting the bedridden persons, and to achieve 100% response to transport requests.

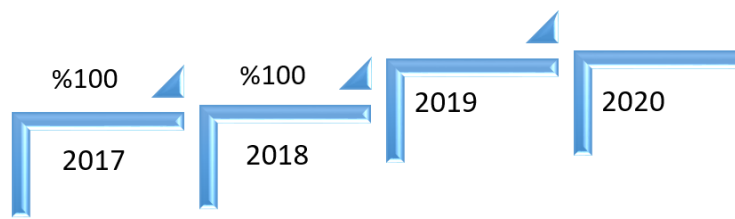
Extent of the progress in this practice during the years 2017 and 2018:



The services are provided through 12 hours shift system, where two groups, each consists of 3 persons, provide this service. The first group works during the morning shift from 6 am to 6 pm, while the second one works from 6 pm to 6am.



Percentage of progress in the third practice of transportation focus



PRACTICES OF THE THIRD DOMAIN (HOUSING)

About the domain:

House is an essential element for the safety and wellbeing in terms of structure, design and location, where it enables the aged person to get aged comfortably and safely.

General objective:

Improvement of houses to be suitable to the needs of categories of society, particularly aged and people of determination.

This domain consists of the following practice:

- 1- Promulgating a regulation of age friendly engineering standards and requirements, in respect of approving the construction and maintenance of houses.

The Practice of the Domain: Housing

3.1 First practice: Promulgating a regulation of age- friendly engineering standards and requirements, in respect of approving the construction and maintenance of houses.

Description of the practice:

It consists of a set of standards required in respect of houses, which fall within the age friendly engineering requirements for all facilities of the house. These standards are optional.

Objectives:

The availability of standard specifications of construction and maintenance of houses, in accordance with the best age -friendly practices.

Executing agency:

Urban Planning Council

Outcomes expected from this practice:

Promulgation of a legislation in respect of the age- friendly engineering requirements for houses.

The Extent of progress in this practice during the years 2017 and 2018:

- Preparation of a draft regulation of the age- friendly engineering requirements under the title "Sharjah Guide for Designing Age- Friendly Houses", in order to be used as a guide by the concerned authorities and consultants in the sector of house design. This regulation will be used while design, construction, maintenance and modification works are performed to the sites, facilities, buildings, environment elements and relevant transportation systems.

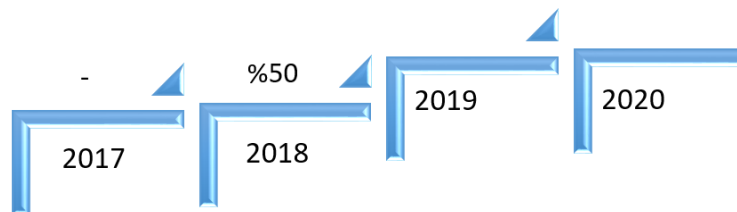
This guide shall include:

- Introduction to the guidelines on which the guide is based, including giving care to aged people, cultural understanding, social sustainability (local community and integration), happiness, security, safety, mobility, health (life style and psychological health) and the smart technology, which provides care for all people of all capabilities, particularly aged people and disabled persons (people of determination).
- The terms, definitions and list of figures included in Sharjah Guide.
- **Urban planning:** through the housing categories included and the public facilities in Sharjah. The guides leading to the best practices to have an access to the current houses and facilities will be adopted.
- **Landscape:** this includes the scope and objective of all types of spaces and locations inside the residential building, and the best practices such as linking the pedestrian walkway network to public places, whether the sheltered bus stops as a part of the pedestrian route system, unhindered access or walkways surfaces. This also includes

thermal comfort in outdoor places, balance, mobility, lighting, design elements of location areas and maintenance.

- **Architectural engineering:** the elements of the typical residential unit include: entrance corridor, entrance lobby, living room/dining room, kitchen, bed rooms, bathrooms, balconies, terraces, praying room, ablution area, stair case, differences in levels and ramps, stair handrails, lifts, car parking, side overhangs, movement area spaces and elements, doors, windows, accessories, electric sets, finishing and evacuation in emergency cases.

Progress percentage in first practice of housing focus



PRACTICES OF THE FOURTH DOMAIN (SOCIAL PARTICIPATION)

About the domain

Social participation and support are closely related to good health and wellbeing along the life. Participation in recreational, social and cultural activities enables aged people to exercise their competencies, promote their integration into society and keep them aware of all matters.

General objective:

Ensuring the engagement of aged people in social activities and events in Sharjah.

This domain consists of the following practices:

1. Holding annual exhibitions of aged people's crafts.
2. Establishment of suburb councils in Sharjah city, central **district** and eastern **district**.
3. Participation of the cultural and sport clubs though providing day activities for aged people.
4. Activation of Asalah clubs and physical therapy centers dedicated to aged people.
5. Promulgating a resolution or a circular obliging the institutions to allocate seats and invitations for aged people to attend Sharjah's major events.

Practices of the (Social participation) Domain:

4.1 First practice: Holding annual exhibitions of aged people's crafts.

Description of the practice:

This practice is about displaying the products and handicraft works of aged people to public, through holding an annual exhibition for this purpose.

Objective:

- Transfer and documentation of aged people's experiences, and maintaining the cultural and value heritage.
- Provision of economic empowerment opportunities for aged people, through supporting their productivity.

Executing agency:

Sharjah Heritage Institute

Outcomes expected from this practice:

Holding 4 handicraft exhibitions for the aged people's products.

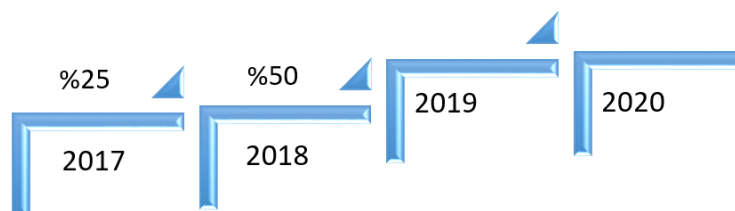
Extent of progress in this practice during the years 2017 and 2018:

Two aged people's products exhibitions were held as follows:

- 1- Holding an exhibition for the handicraft products of 11 aged persons under the title of "Barakat Al Dar" on 15 & 16/11/2017, which was attended by 90 visitors.
- 2- Holding an exhibition for displaying the handicraft products of 14 aged persons to the visitors and attendees of Sharjah Days Heritage Festival during the period 8-12/04/2018.



Percentage of progress in the first practice of social participation focus



4.2 Second practice: Establishment of suburb councils in Sharjah city, central district and eastern district.

Description of the practice:

This practice is about the establishment and inauguration of more suburb councils in Sharjah suburbs, in order to cover as many people and categories as possible in the residential districts to consolidate relations and let people to meet together within the activities held in the council.

Objective:

- Promotion of the social communication, fostering relation and provision of social integration opportunities for aged people among the residents of the residential district.
- Enhancing mutual harmony between the residents of the same neighborhood, through provision of social activities and services.

Executing agency:

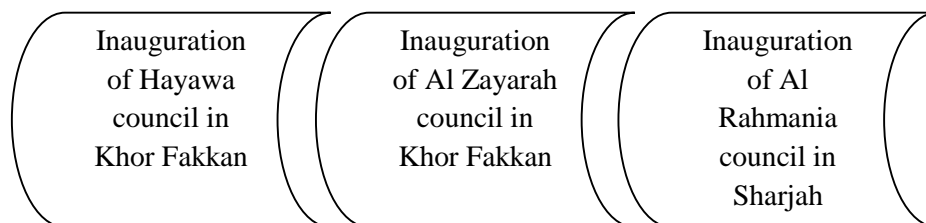
Department of Suburb and Village Affairs

Outcomes expected from this practice:

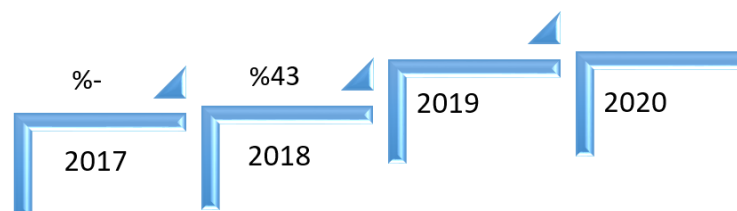
Inauguration of 7 suburb councils.

Extent of progress in this practice during the years 2017 and 2018:

Inauguration of 3 councils in the cities and districts of Sharjah to promote social communication among the residents of these districts.



Percentage of progress in the second practice of social participation focus



4.3 Third practice: Participation of the cultural and sport clubs though providing day activities for aged people.

Description of practice:

This practice is about the provision of various sport and cultural activities by the sport clubs in Sharjah, which are suitable to aged people to activate their participation in the society.

Objective:

Integrating aged people into sport and cultural activities with various generations.

Executing agency:

Sharjah Sport Council

Outcomes expected from this practice:

Organization of 30 sport activities for aged people in Sharjah clubs.

Extent of progress in this practice during the years 2017 and 2018:

Twelve sport activities were held for aged people in the cities of Sharjah emirate as follows:

In 2017, aged people participated in the following activities:

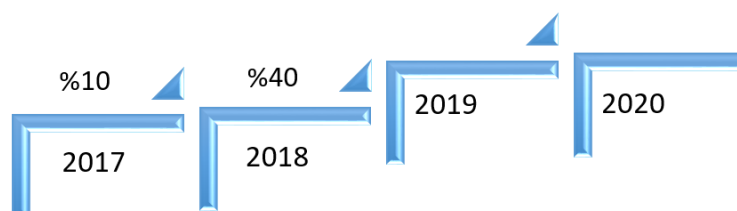
city.
Shooting tournament in Al Dhaid
Walk-a-thon in Khor Fakkan

In 2018, aged people participated in the following activities:

Chess championship in Sharjah- Shooting tournament in Al Dhaid – Walk-a-thon in Al Madam – Zokhr and Sanad initiative in Al Bataeh- Fitness challenge initiative in Al Bataeh- Initiative of Falconer club in Mleha- Futsal activity in Khor Fakkan – Antom Al Asass initiative in Kalba- Water polo in Dibba Al Hisn



Percentage of progress in the third practice of social participation focus



4.4 Fourth practice: Activation of Asalah clubs and physical therapy centers dedicated to aged people.

Description of practice:

This practice consists of a set of activities allowing aged people to participate in programs and events during the daytime at recreational, health, sport and social day councils and centers near the residential areas, to ensure their social integration.

Objective:

- Proposing and activation of innovative initiatives targeted aged people to take them out of their isolation and integrating them into society.
- Occupying aged people's time with attractive and useful activities in physical and social terms.

Executing agency:

Social Services Department

Outcomes expected over four years:

Participation of 1700 aged persons in 408 programs.

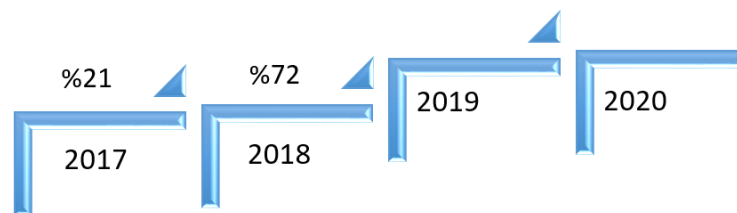
Extent of progress in this practice during the year 2017 and 2018:

- Activation of Kalba and Al Madam clubs in 2018, in order to start in holding day activities for aged people in these cities.
- Participation of 1308 aged persons during two years in 11,154 program activities (religious, social, art, health and self-development programs and psychological programs for aged person) that are available at the cities of Sharjah.

Program activities	Religious program	Holy Quran – Worship and Prophetic acts – good deed – religious education – religious culture- value of goodness – patience – humbleness – mercy – good morals.
	Social program	Fostering kinship – education about customs and traditions - education about general topics - development of social skills – visitation – voluntary program – attending or participating in ceremony – participation in a journey – eating a meal – making a tour – playing – decoration.
		National identity – By reading we ascend – Culture makes civilization – financial planning of the family – How to establish and manage the voluntary work – Tolerance – family cohesion – family driving license.
	Health program	Health education – alternative medicine program – participation in the medical tests proposed – exercise of the sport program.

Self-development program	Management of life – Self-education and awareness – Handicraft training – Training on independency and self-care program – education about the basics – development of senses and abilities of excellence – management of family crisis – strong family – value of cleanliness – value of being organized – value of seeking knowledge – value of creativity – value of happiness – responsibility – thinking out of the box.
Popular programs	Art education- literature and poetry – promotion and documentation of heritage – Cinema and criticism – acting and acting a play – painting and professional coloring – playing music and professional music.
Psychological programs	Treatment by playing drama – behavior modification.

Percentage of progress in the fourth practice of social participation focus



4.5 Promulgating a resolution or circular obliging the institutions to allocate seats and invitations for aged people to attend Sharjah's major events.

Description of practice:

It is about the allocation of specific seats for the aged people when holding any event in Sharjah, particularly the major ones, through issuing a circular to the concerned bodies to invite aged people and allocate places for them.

Objective:

- Integration of aged people into social and recreational activities and events.
- Facilitating the aged people's attendance to events in Sharjah, to ensure that there are always opportunities to engagement and integration of aged people.

Execution agency:

Sharjah Government media bureau

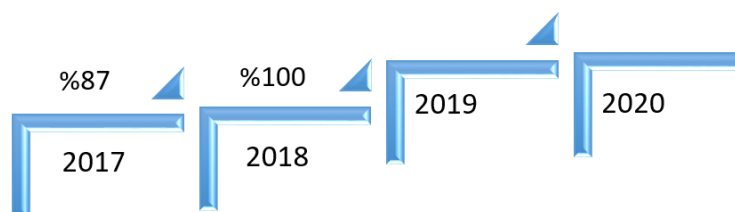
Outcomes expected from this practice:

Attendance of 200 aged persons in most of the major events in Sharjah, and allocation of specific seats for them.

Extent of progress in this practice during the years 2017 and 2018:

Attendance of 270 aged persons in Sharjah's major events, such as Sharjah Days Heritage festival, Sharjah International Book Fair and Sharjah Light Festival.

Percentage of progress in the fifth practice of social participation focus



PRACTICES OF THE FIFTH DOMAIN (RESPECT AND SOCIAL INTEGRATION)

About the domain

The extent of aged people's participation in social, civil and economic life is closely related to the feelings of many of them that they receive respect and appreciation and that they are integrated into the society. They will feel the contrary if there is a lack of communication between the generations.

General objective:

Promotion of the positive image of aged people in the society, and ensuring their effective participation therein.

This domain consists of the following practices:

1. Organization of journeys abroad.
2. Granting of special benefits from the health sector to the aged people (above 60).
3. Raising awareness in departments and institutions on aging and the reversal of the demographic pyramid, as well as the preparation for this change through holding lectures and workshops.
4. Production of a short film on entrenching the value of respecting old people.
5. Activation of social media to raise awareness on the aged people's issues and to promote their positive image.
6. Launching the award of dutiful son.
7. Holding meetings with the institutions' retired experts and nominating them to occupy positions in the suburb councils.

Practices of the domain: respect and social integration

5.1 First practice: Organization of journeys abroad.

Description of Practice

This practice is about the provision of opportunities to the aged people to travel abroad, in order to integrate them into the exterior community, to allow them to learn about the cultures of other countries and to achieve their aspirations, through activities that ensure active aging and effective participation.

Objective:

Taking aged people out of their isolation and to achieve their social integration.

Executing agency:

Social Services Department

Outcomes expected from this practice:

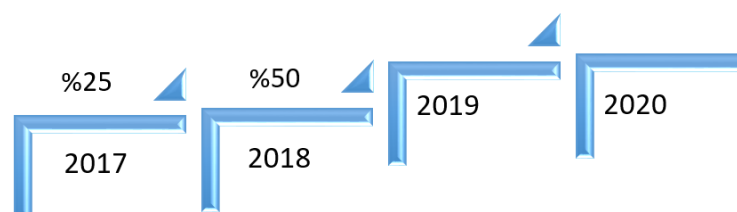
Organization of 4 journeys abroad for aged people.

Extent of progress in this practice during the years 2017 and 2018:

- A journey to KSA for 53 aged persons accompanied by a family member during the period from 5 to 10/03/2017 for performing Umrah.
- A journey to Azerbaijan for 31 aged persons accompanied by a family member during the period from 5 to 9/05/2018 for visiting the touristic sites there.



Percentage of progress in the first practice of respect and social integration focus



5.2 Second practice: Granting of special benefits from the health sector to the aged people (above 60)

Description of practice:

It is about the provision of special benefits and discounts for aged people by the private medical companies, which provide medicines and other health services.

Objective:

- Increasing the private sector's participation in providing services to the aged people to support the government expenditure.
- Provision of health care and attention to the aged people.

Executing agency:

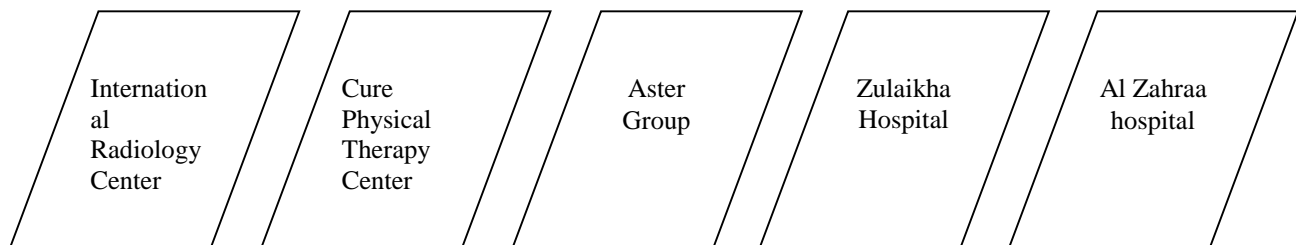
Sharjah Health Authority

Outcomes expected from this practice:

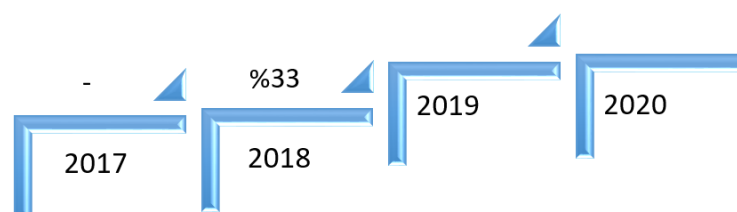
Granting benefits and discounts to aged people by 15 entities.

Extent of progress in this practice during the years 2017 and 2018:

Conclusion of agreements with 5 major health entities that grant benefits and deductions to aged people, ranging between 15% to 30% on the services available in respect of treatment services, health care, physical therapy, medicines and devices. These entities are:



Percentage of progress in the second practice of respect and social integration focus



5.3 Third practice: Raising awareness in departments and institutions on aging and the reversal of the demographic pyramid, as well as the preparation for this change through holding lectures and workshops.

Description of the practice:

It is about holding lectures to educate society on aging and the concept of reversal of demographic pyramid and how to get ready for this change occurring due to the quick aging of the population, expansions of the cities and advancement of health care provided to the population.

Objective:

Disseminating the culture of age friendly cities and social awareness in preparation for facing the reversal of the demographic pyramid in favor of the aged people.

Executing agency:

Sharjah Police General Headquarters
Social Services Department

Outcomes expected from this practice:

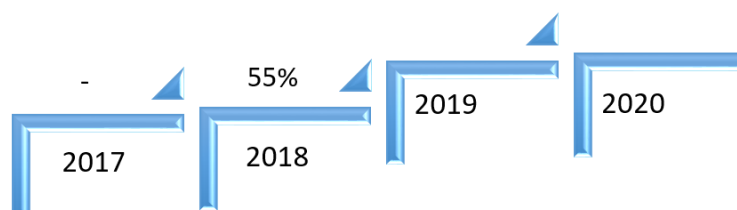
Holding 172 lectures for raising awareness on aging and the necessity for getting ready for the demographic pyramid reversal in the society.

Extent of progress in this practice during the years 2017 and 2018:

Ninety-four lectures were held on aging and pyramid reversal. An awareness- raising video clip was prepared on aging, which is displayed in Sharjah institutions.



Percentage of progress in the third practice of respect and social integration focus



5.4 Fourth Practice: Production of a short film on entrenching the value of respecting old people.

Description of the practice:

This practice is about the production of a set of short films focusing on the importance of respecting aged people, entrenching the value of respecting them and prompting their status in the community.

Objective:

Promotion of the status and role of aged people in society, as well as the community role towards them.

Executing agency

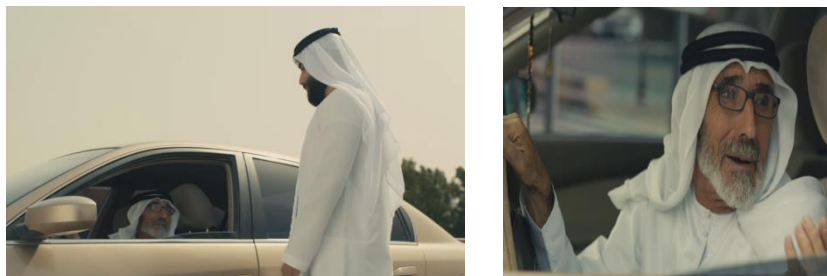
Sharjah Radio & Television Authority

Outcomes expected from this practice:

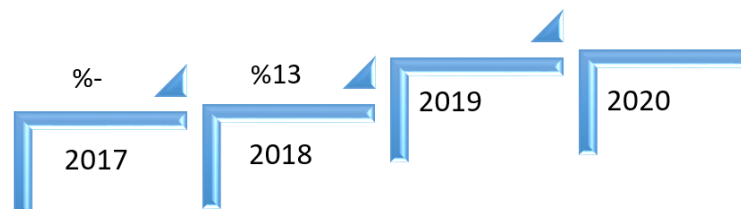
Production of 4 short films on respecting aged people, which will be viewed by 200 viewers.

Extent of progress in this practice during the years 2017 and 2018:

A short film was produced on respecting and helping aged people, where the film addresses a case of helping an aged person whose car was broken down.



Percentage of progress in the fourth practice of respect and social integration focus



5.5 Fifth practice: Activation of the social media to raise awareness on the aged people's issues and to promote their positive image.

Description of the practice

This practice is about the promotion of the positive image of the aged people via social media. In addition to publicizing the new services offered to them.

Objective:

- Disseminating the culture of age friendly cities and community awareness in preparation for the reversal of demographic pyramid in favor the aged person.
- Spreading the services offered to aged people.

Executing agency:

Sharjah Government Media Bureau

Outcomes expected from this practice:

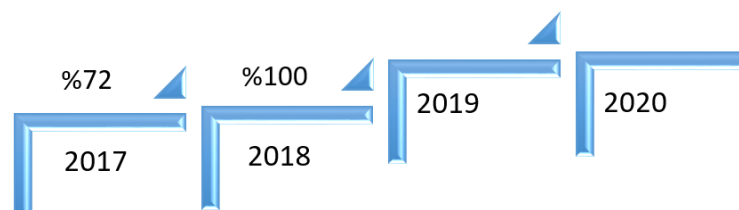
- Four hundred sixty posts via social media, in order to promote the positive image of aged people and to raise awareness on their issues.

Extent of progress in this practice during the years 2017 and 2018:

Seven hundred thirty-three posts were published via various social media means, including Twitter, Instagram, Facebook or via YouTube channel, in order to promote the positive image of the aged people and to raise awareness on their issues.

Number of posts via social media	
Number of posts via Instagram	204
Number of posts via Twitter	246
Number of posts via Facebook	177
Number of posts via YouTube	106

Percentage of progress in the fifth practice of respect and social integration focus



5.6 Sixth practice: Launching the award of dutiful son.

Description of the practice

This practice is an award given to the students. This award is launched in schools, where the dutiful male and female students are honored in accordance with criteria specified for this contest.

Objective

- Educating sons and daughters about the importance of taking care and being dutiful to their parents, and promoting the positive value of respecting aged persons in the society.
- Disseminating the culture of age friendly cities and community awareness in preparation for the reversal of demographic pyramid in favor the aged person.

Executing agency

Sharjah Education Council

Outcomes expected from this practice:

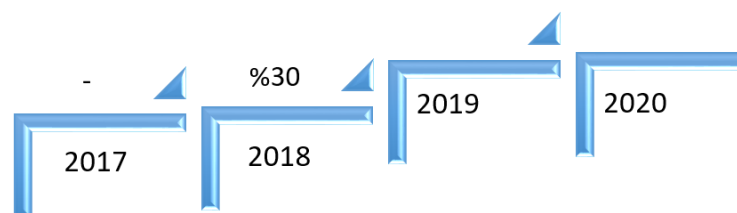
Honoring 150 award winning school students

Extent of progress in this practice during the years 2017 and 2018:

Contest team was formed and its concept was developed. Judging criteria was set by special committee that is approved for judging in contests. Moreover, 45 award winners, out of 164 students of Sharjah schools, were honored, whose participation was assessed and they were given certificates of appreciation.



Percentage of progress in the sixth practice of respect and social integration focus



5.7 Seventh practice: Holding meetings with the institutions' retired experts and nominating them to occupy positions in suburb councils

Description of the practice

It is about holding meetings with the retired experts of the institutions to avail of their experiences through the consultative council. In addition to inclusion of the aged people into the management of suburb councils through the Department of Suburbs and Villages Affairs.

Objective

Enabling the aged people to effectively contribute with their experiences to society.

Executing agency

Consultative Council - Department of Suburbs and Village Affairs

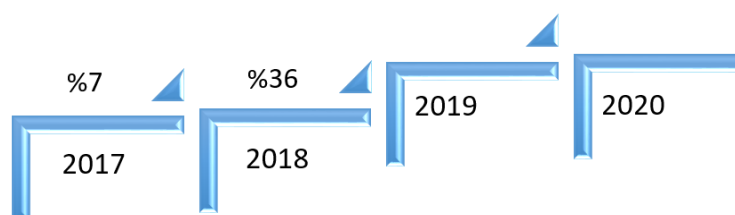
Outcomes expected from this practice

Holding 7 meetings with the aged experts, and nomination of 7 aged persons to the suburb councils.

Extent of progress in this practice during the years 2017 and 2018:

- Seven aged persons joined 6 of Sharjah's suburbs councils, where two of them got the membership of Al Rahmania council and one aged person joined each of the following: Muwaileh suburb council, Waset suburb council, Al Khalidia suburb council, Mughaidar Suburb Council in Sharjah city and Al Ziyara council in Khor Fakkan city.
- Two meetings were held with the two aged experts in March 2018 to avail of their experiences and knowledge. Another meeting was held with an aged expert in November 2018.

Percentage of progress in the seventh practice of respect and social integration focus



PRACTICES OF THE SIXTH DOMAIN (CIVIL PARTICIPATION AND EMPLOYMENT)

About the domain

After retirement, aged people will not stop contributing to their society. Therefore, age friendly society provides options to allow them to keep contributing through paid or voluntary jobs.

General objective

Enabling aged people to incorporate into the society and share experiences, through enhancing the legislative environment supporting and protecting their rights.

This domain consists of the following practices:

- 1- Formation of charity and blessing team of aged people in Sharjah for voluntary work.
- 2- Amendment of all local legislations restricting getting services due to over age.

Practices of the domain: civil participation and employment

6.1 Formation of charity and blessing team of aged people in Sharjah for voluntary work

Description of the practice

This practice is about the formation of a voluntary team of aged people in Sharjah under the title "Charity and Blessing team". This team will implement various programs, activities and events as per the capabilities and skills of each of them in order to benefit the society.

Objective

- Activation of the aged people's role in the society and their participation in the public life.
- Integration of aged people into the society and breaking the social isolation.
- Availing of the accumulated experiences of the aged people as human wealth invested in the city.

Executing agency

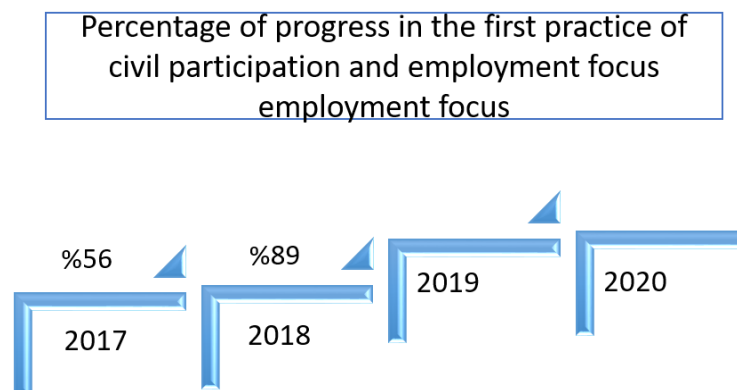
Social Services Department

Outcomes expected from this practice:

One hundred aged volunteers contributed to 20 voluntary programs.

Extent of progress in this practice during the years 2017 and 2018:

- Formation of the team and announcement thereof, and setting the plan proposed for the charity and blessing team.
- Ninety-three aged volunteers participated in 17 various programs.



6.2 Second practice: Amendment of all local legislations restricting getting services due to over age.

Description of the Practice:

It is about studying of all local current legislations and amending the ones restricting getting services due to over age.

Objective:

To have legislations free from age discrimination, in order to ensure that aged people get benefit from the services offered to others.

Executing agency:

Consultative Council of Sharjah

Outcomes expected from this practice

To have Sharjah's legislation free from age discrimination against aged people.

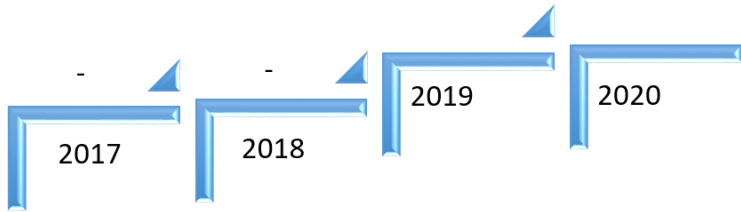
Extent of progress in this practice during the years 2017 and 2018

Studying and surveying of the current legislations enacted in Sharjah, and identifying the ones need to be reconsidered or amended, where the age discrimination-related legislations were already studied by Sharjah's Consultative Council through the following:

- The set of local legislations of Sharjah (1976-2004).
- The website of Sharjah Government's official Gazette (the 15th year 2005 – the 23rd year 2013).
- The Executive Council's website (Legislations 2014----2017).

After examination and auditing, it has been indicated that the legislations of Sharjah Government contain no age discrimination against aged people. However, it has been noted that there is a need for age determination in two legislations only concerning the allocation of government lands and the Executive Regulation of Human Resources Law No.8 of 2015, as amended. These legislations related to age discrimination were studied by the Committee on Legislative and Legal Affairs, Appeals, Suggestions and Complaints of the Consultative Council, and it was found that the same are in favor of the aged people and that these legislations foster their family cohesion.

Percentage of progress in the second practice of civil participation and employment focus



PRACTICES OF SEVENTH DOMAIN (COMMUNICATIONS AND INFORMATION)

About the domain

Keeping in touch with the events and individuals, and getting information in the real time to be able to manage their life and fulfill their needs are vital to active aging.

General Objective

Availing of modern technologies and communication means to promote the integration of aged people in the public life.

This domain consists of the following practices:

1. Telephone government services for aged people and training them on modern technologies.
2. Development of weekly programs for aged people, addressing social, cultural and health topics related to them.

7.1 First practice: Telephone government services for aged people and training them on modern technologies.

Description of practice

It is about the implementation of a number of telephone government services that are needed by the aged people in their public life, and training them on easy use of modern technologies.

Objective

- Provision of technological services and applications as proper to the aged people's needs.
- Promotion of aged people's capabilities to keep pace with the contemporary generation's advancement.

Executing agency

Electronic Government Department

Outcomes expected from this practice

Provision of 7 telephone services and holding 7 workshops to upgrade and promote aged people's skills.

Extent of progress in this practice during the years 2017 and 2018

Three telephone services, which are in line with aged people's requirements, have been launched.

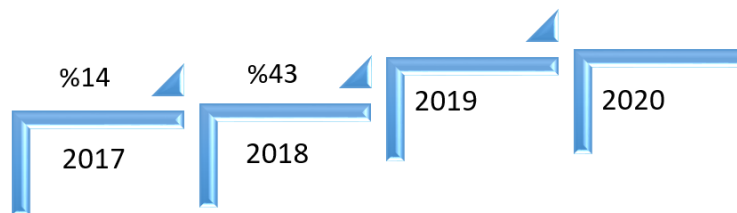
Version 3 of Go Sharjah application	Launching the services of Drug Organizer mobile application	Service of Personal Health Record mobile application
it is a service shows the locations, sites and offices of Sharjah Government by using the cameras of mobile phones. It also displays information and options in clear and visible texts.	It is a service used to keep a record of drug names and information, and it also gives alarm at drug taking times.	It is a service provides a diet plan, through giving care to aged people, giving alarms at drug taking times and reminding of activities. This service also includes instruction record and personal record.

Holding 3 workshops for 69 aged persons.

Modern Technologies Workshop	Smart devices use workshop	Perfect Guide for Internet Use workshop
These workshops were held for 20 aged persons on 18/09/2017 to familiarize them with the modern technologies, such as computers, smart phones, their importance and how to avail of them through various applications.	These workshops were held for 28 aged persons on 26/06/2018 to explain the advantages offered by smart devices to provide easier use, such as voice reading of the screen, magnification of text, zoom in and out on icons on the screen and using the camera as magnifying glass.	Home Care Department provided this workshop for 25 aged persons on 30/10/2018, to raise awareness on information security, policy of acceptable use for internet and social media browsing.



Percentage of progress in the first practice of communication and information focus



7.2 Second practice: Development of weekly programs for aged people, addressing social, cultural and health topics related to them

Description of Practice

This practice is about development of TV and radio programs focusing on aged people's issues and addressing several areas, most important of which are health and cultural topics. This practice falls within the initiative of weekly programs for aged people that is a part of the strategic plan.

Objective:

Spreading of community awareness to get ready to the reversal of demographic pyramid in favor of aged people, due to the quick aging of population, expansion of cities and the development of health care provided to population.

Executing agency:

Sharjah TV and Radio Authority

Outcomes expected from this practice:

Production of 70 TV and radio episodes on aged people's issues.

Extent of progress in this practice during the years 2017 and 2018:

Production of 27 TV and radio episodes on aged people's issues within two years.

Episodes of 27 Arabic speaking programs	Episodes of 5 non- Arabic speaking programs
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Sharjah Channel		
Episodes of program (Al Nishan)	Episodes of program (Ala Al Tareeq)	Episodes of program (Al Khat Al Mubasher)
Episodes of program (Amasi)	Episodes of program (Sabah Al Sharjah)	Episodes of program (Rae'ddat)
Episodes of program (Eiada Al Al Hawa)	program (Al Sharjah Today)	program (Al Hayah Sowar)

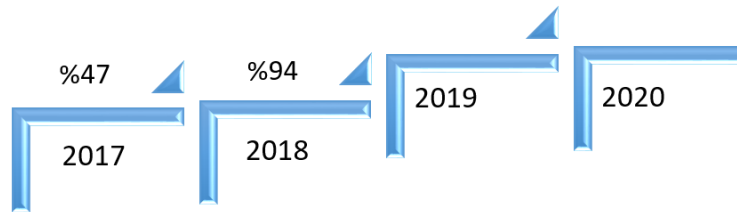
Al Wosta Channel from Al Dhaid		
Episodes of program (Sawalef Lol)	Episodes of program (Bouqa'a)	Episodes of program (Mo'lem Al Wosta)
Episodes of program (Te'lamna Men Agdadina)	Episodes of program (Kahwat Al Doha)	Episodes of program (Wagoh Men Al Wosta)

Sharjah Radio Station		
Episodes of program (Al Atheer)	Episodes of program (Al Khat Al Mubasher)	Episodes of program (Usrati Mamlakati 2017)
Episodes of program (Khaleek Sahei)	Episodes of program (Kolak Zouq 2017)	Episodes of program (Nahwa Hayat Sihyah)

Al Sharqiya Channel from Kalba		
Episodes of program (Al Liwan)	Episodes of program (Darb Al Nawakhza)	Episodes of program (Merath)
Episodes of program (Sawalef Awal)	Episodes of program (Droub Al Asa'el)	Episodes of program (Sho'ara Men Al Sharqiya)

Al Sharjah Channel 2 - Oriented		
Urdu speaking programs	1- Religious concepts – episodes 8,7 and 32. 2- Individual's Morals – episodes from 5 to 18.	
Persian speaking programs	1- Life Morals – episodes 2,3,4,6 and 7. 2- Explanation of Sahih Al Bokhari- episodes 1 to 6.	
English speaking programs	1- Ethics and Morals Program – episodes 51 and 52.	

Percentage of progress in the second practice of communication and information focus



PRACTICES OF EIGHTH DOMAIN (COMMUNITY SUPPORT AND HEALTH SERVICES)

About the domain:

Health and supportive services are of crucial importance to maintain good health and independency in society. It has been recognized that the health care costs are overly high, while affordable care is needed by aged people.

General Objectives:

Development of health services to aged people and ensuring sustainability thereof, in order to ensure healthy aging.

This domain consists of the following practices:

- 1- Launching of 24/7 home nursing services "Rahma".
- 2- Launching of mobile home clinic.
- 3- Qualifying of aged people's sitters.
- 4- Conclusion of commitment agreements with the institutions to spread the culture of age friendly cities.
- 5- Drafting of local Law protecting the aged peoples' rights in Sharjah.
- 6- Issuing a guide for how to identify aged people who are most vulnerable to rights infringement.
- 7- Issuing a local system for managing the funds of incompetent aged people.

Practices of the domain: community support and health services

8.1 First Practice: Launching of 24/7 home nursing services "Rahma".

Description of the Practice:

This practice is about the provision of 24/7 home nursing services for the bedridden aged people, in order to provide them with health and remedial care to promote the aged people's health condition and ensure that they are consistently incorporated into their families, in order to achieve Sharjah's approach aiming at creation of a society living in welfare. The period of service provision to beneficiaries' ranges from 8 to 12 hours a day, and it may reach 24 hours a day.

Objective:

- Promotion of the patients' health conditions and ensuring that they are incorporated into their families.
- Provision of permanent health care to aged people and people of determination.

Executing agency:

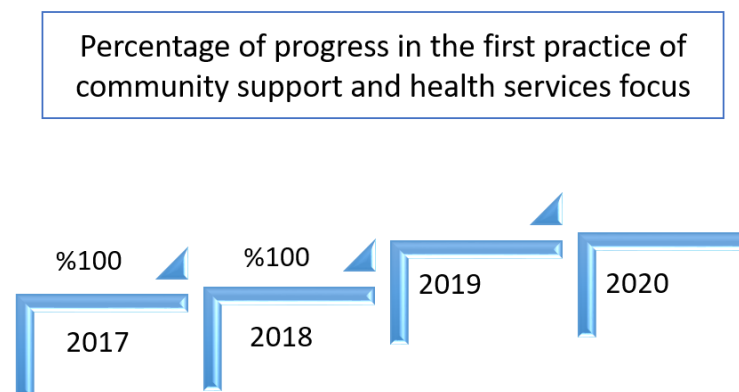
Social Services Department

Outcomes expected from this practice:

Launching of home nursing service and achievement of 100% response to relevant requests.

Extent of progress in this practice during the years 2017 and 2018:

Home nursing services for aged people has been launched under local resolution, including the service standards and controls in accordance with the Resolution No.22 of Sharjah's Executive Council of 2017. In addition, a permanent committee was formed to meet on monthly basis to consider the requests for the services, which is provided on 24/7 basis to 43 bedridden persons.



8.2 Second Practice: Launching of mobile home clinic

Description of the Practice:

This practice is about operation of a mobile medical clinic to serve aged people at the places where they live or exist. This clinic contains medical equipment used in providing quality, diagnostic and therapeutic services, and it also works on raising awareness on chronic diseases in society.

Objective:

- Making sure that the aged people enjoy good health, and early detection of diseases, as well as reaching the cases that cannot be transported to medical centers.
- Upgrading the field of serving the society members in Sharjah and cities affiliated thereto, through the provision of high quality, permanent health care.

Executing agency:

Social Services Department

Outcomes expected from this practice:

Carrying out 126 tours of the mobile clinic.

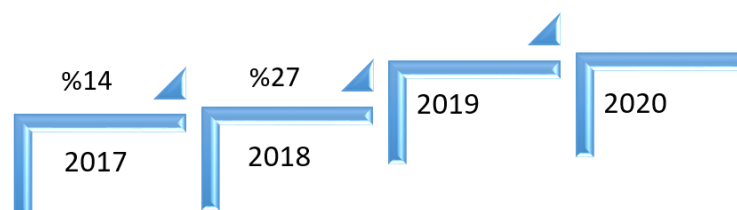
Extent of progress in this practice during the years 2017 and 2018:

Thirty four tours were carried out in residential districts and areas in Sharjah, where 181 aged persons got benefit from the mobile clinic² through checking the vital signs, collection of blood samples, examination by radiology and clinical examination by general practitioner. The clinic contains medical imaging equipment, ultrasound examination equipment and laboratory equipment.

In 2017, 18 tours were conducted in Sharjah districts, where 88 persons got benefit from this service.

In 2018, 16 tours were conducted in Sharjah areas, where 93 persons got benefit from this service.

Percentage of progress in the second practice of community support and health services focus



² Mobile clinic staff consist of 2 doctors, 2 nurses, health educator, radiology technician and driver.

8.3 Third practice: Qualifying of aged people's sitters.

Description of the Practice

In this practice, training workshops for qualifying the aged people's sitters will be held, where training specialized knowledge in the field of giving care to aged people and looking after them will be provided to the sitters, and they will be qualified in accordance with the requirements and standards adopted.

Objective:

- Ensuring the provision of best care to aged people by their sitters.
- Provision of services that ensure healthy life to the aged people at their homes.

Executing agency:

Social Services Department

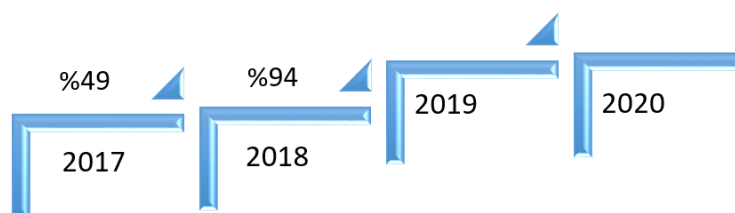
Outcomes expected from this practice:

- Holding 8 workshops for qualifying aged people's sitters, where 280 persons will be qualified.

Extent of progress in this practice during the years 2017 and 2018:

- Holding 5 workshops in Sharjah areas, where 150 aged people's sitters participated therein.
- 1210 individual qualification sessions were conducted at home on the level of Sharjah's cities and areas.
- Six training workshops were held to train 27 concerned persons.

Percentage of progress in the third practice of community support and health services focus



8.4 Fourth practice: Conclusion of commitment agreements with the institutions to spread the culture of age friendly cities.

Description of Practice:

This practice is a document to be signed by the institutions to demonstrate their commitment to fulfill the eight domains of age friendly cities standards, each according to its competences and available potentials, and to spread awareness among their employees on age friendly cities culture and its concepts, in order to provide services, programs and initiatives suitable to all ages, particularly aged people.

Objective:

- Spreading community awareness to face the reversal of demographic pyramid.
- Spreading of the culture of commitment to the standards of age friendly cities among the institutions and agencies operating in Sharjah emirate.

Executing agency:

Executive Office of Sharjah Age Friendly City Program

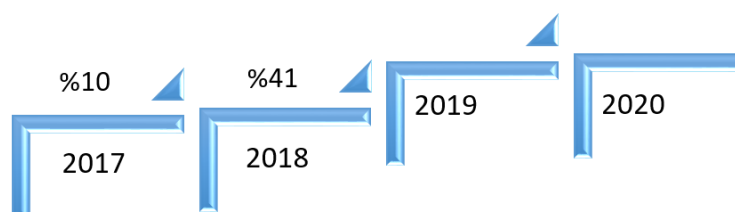
Outcomes expected from this practice:

- One hundred ten entities will be committed to implement the standards of age friendly cities.

Extent of progress in this practice during 2017 and 2018:

- Forty-five government institutions in Sharjah functioning in various sectors have committed to:
- Adoption of the concepts and standards of age friendly cities issued by WHO in accordance with the domains: outdoor areas and buildings, transportation, housing, social participation, respect and social integration, civil participation and employment, communications and information and community support and health services.
- Spreading of awareness among institution's staff through available means on the culture of aging, concepts of age friendly cities and Sharjah Age Friendly City program.
- Provision of services or programs, or developing Sharjah's infrastructure in physical, social, economic and urban aspects by institutions, according to their competences and potentials and in consistence with aged people's needs.

Percentage of progress in the fourth practice of community support and health services focus



8.5 Fifth Practice: Drafting of local Law protecting the aged peoples' rights in Sharjah emirate

Description of the Practice:

This practice aims to set a draft of local Law or legislation to protect aged people from infringement.

Objective:

- Ensuring that aged people's rights are protected in the society.
- Enabling aged people to incorporate into society.

Executing agency:

Social Services Department.

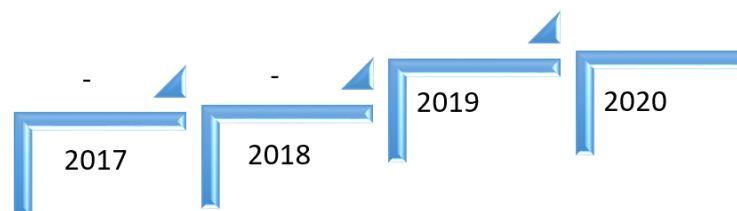
Outcomes expected from this practice:

Enactment of local legislation protecting aged people in Sharjah.

Extent of progress in this practice during the years 2017 and 2018:

Meetings were held with other federal social institutions and local institutions of other emirates, and enactment of Federal Law protecting aged people is under progress.

Percentage of progress in the fifth practice of community support and health services focus



8.6 Sixth Practice: issuance of a guide on how to support the elderly at risk of violating their rights

Description of the practice

Issuance of a guide on how to support the elderly at risk of violating their rights and means of taking care and protecting them, including the rights and duties of all parties concerned with the elderly and means of protection.

Objective:

- Ensuring the protection of the elderly's rights in the community.
- Enabling the elderly to merge into the community.

The Executing Authority:

Social Services Department.

Expected outcomes from the practice:

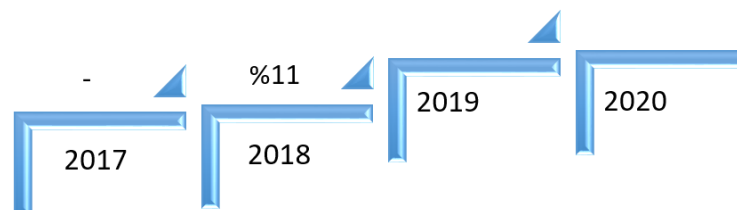
- Issuance of a guide to support the elderly at the risk of violating their rights and means of care and protecting them.

Extent of practice progress in 2017 & 2018:

Completing the draft and chapters of the guide on how to support the elderly, including:

- Definitions; the general traits of the people in need of care as expressed by the elderly or caregiver.
- Violence against the elderly who lost social support.
- The measures or aspects of care for the elderly to be protected in the Emirate of Sharjah.
- The applicable procedures to protect the people who lost the social support.
- The proposals and solutions for the elderly who lost social care.

Percentage of Progress rate in the sixth practice for community support and health services focus



8.7 The seventh practice: Issuance of a local regulation to manage the funds of the incompetent elderly:

Description of the practice

Issuance of a regulation ensuring the rights of the incompetent elderly through managing their funds based on the Personal Status Law and ensuring their rights and preventing embezzling or misappropriating their funds.

Objective:

- Ensuring the protection of the elderly's rights in the community.

Executing Authority:

Social Services Department.

Expected outcomes from the practice:

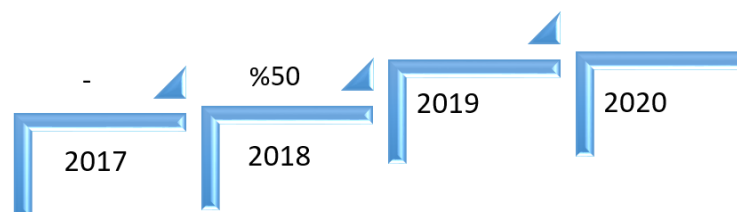
- Issuance of a regulation to ensure the proper management of the incompetent elderly's funds in Sharjah.

The Extent of practice progress in 2017 & 2018:

Preparing a regulation draft to manage the incompetent elderly's funds in the form of an amendment to the law on those who are in need for social care in Emirate of Sharjah, where the regulation consists of four chapters as follows:

- Chapter One: General Provisions.
- Chapter Two: Articles pertaining to aspects of social care.
- Chapter Third: Articles pertaining to protection of people without social welfare.
- Last Chapter: Final Provisions & Sanctions.

Progress rate in the seventh practice of the community support and health services focus



Conclusion:

We hope that this version has fulfilled its main objective in exchanging information and experiences and transferring them as practices that can be applied whether in the United Arab Emirates or other regional countries, and highlighting good practices that work to enhance the position of Sharjah and make it a benchmark for standard comparisons and an example to be followed among the countries of the region as an age-friendly city.

This version documents the progress made by the Emirate of Sharjah to be an age-friendly city through close monitoring carried out by the executive office of the Sharjah Age-Friendly City Program with the institutions in the emirate to the extent of progress in applying these practices according to the eight age-friendly cities domains based on following up with the implementing partners, with the aim of measuring the results of achieving these activities and practices and comparing their results through:

- Receiving the results on a quarterly basis from the authorities participating in the implementation of the strategic plan of the program.
- Reviewing the results and documents upon receipt and discussing with the entity in the event of any inquiries or modifications in the results.
- Approving and documenting the results and extracting the progress rates of activities and practices.
- Holding meetings with the entities to show the progress level in these activities.

In general, the sustainability of practices depends and realizes its indexes depending on the presence of an effective network of the partnership between all authorities and institutions working with the elderly (networking), where the emirate has the necessary and advanced infrastructure that can be developed and adapted within a limited period of time to keep up with the standards of urban cities. This is what we will be working on hard to create effective networking and follow-up of the work progress in meeting the standards of age-friendly cities.

Summary of the accomplishment level of the practices of Sharjah Age-Friendly City mentioned in the guide between 2017 & 2018:

Domain No.	Title of the main Domain	Practice No.	Title of the practice	Accomplishment rate 2017	Accomplishment rate 2018
-	General practice	1	Developing an indicator of the age- friendly city to measure the services offered to the aged people and to what extent they enjoy these services in Sharjah in accordance with the standards of age friendly cities.	25%	50%
1	Outdoor areas and buildings	1	Checking and modification of pedestrian crossings and walkways to be free from obstacles and of smooth, sloped surface that can accommodate wheelchairs.	35%	50%
1	Outdoor areas and buildings	2	Provision of outdoor benches on roads, particularly at stations of transportation means and public spaces, which shall be of regular dimensions	-	20%
1	Outdoor areas and buildings	3	Provision of adequate lighting at the public places visited by old people, particularly the paths leading to mosques.	15%	47%
1	Outdoor areas and buildings	4	Provision of waiting seats /benches in parks.	11%	44%
1	Outdoor areas and buildings	5	Implementation of the initiative of age- friendly buildings.	-	-
2	Transportation	1	Allocation of transportation stops at the public areas for aged people.	-	-%
2	Transportation	2	Granting special discounts in public transportation for aged people.	-	100%
2	Transportation	3	Provision of special transportation system for bedridden patients	100%	100%

3	Housing	1	Promulgating a regulation of age friendly engineering standards and requirements, in respect of approving the construction and maintenance of houses.	-	50%
4	Social participation	1	Holding annual exhibitions for aged people's crafts.	25%	50%
4	Social participation	2	Establishment of suburb councils in Sharjah city, central district and eastern district .	-	43%
4	Social participation	3	Participation of the cultural and sport clubs though providing day activities for aged people.	10%	40%
4	Social participation	4	Activation of Asalah clubs and physical therapy centers dedicated to aged people.	21%	72%
4	Social participation	5	Promulgating a resolution or a circular obliging the institutions to allocate seats and invitations for aged people to attend Sharjah's major events.	87%	100%
5	Respect and social integration	1	Organization of journeys abroad.	25%	50%
5	Respect and social integration	2	Granting of special benefits from the health sector to the aged people (above 60).	-	33%
5	Respect and social integration	3	Raising awareness in departments and institutions on aging and the reversal of the demographic pyramid, as well as the preparation for this change through holding lectures and workshops.	-	55%
5	Respect and social integration	4	Production of a short film on entrenching the value of respecting old people.	-	13%
5	Respect and social integration	6	Activation of social media to raise awareness on the aged	72%	100%

			people's issues and to promote their positive image.		
5	Respect and social integration	7	Launching the award of dutiful son.	-	30%
5	Respect and social integration	8	Holding meetings with the institutions' retired experts and nominating them to occupy positions in the suburb councils.	7%	36%
6	Civil participation and employment	1	Formation of charity and blessing team of aged people in Sharjah for voluntary work.	56%	89%
6	Civil participation and employment	2	Amendment of all local legislations restricting getting services due to over age.	-	-
7	Communication & Information	1	Telephone government services for aged people and training them on modern technologies.	14%	43%
7	Respect and social inclusion	4	Development of weekly programs for aged people, addressing social, cultural and health topics related to them.	47%	94%
8	Community support and health services	1	Launching of 24/7 home nursing services "Rahma".	100%	100%
8	Community support and health services	2	Launching of mobile home clinic.	14%	27%
8	Community support and health services	3	Qualification of aged people's sitters.	49%	94%
8	Community support and health services	4	Conclusion of commitment agreements with the institutions to spread the culture of age friendly cities.	10%	41%
8	Community support and health services	5	Drafting of local Law protecting the aged peoples' rights in Sharjah.	-	-%

8	Community support and health services	6	Issuing a guide for how to identify aged people who are most vulnerable to rights infringement.	-	11%
8	Community support and health services	7	Issuing a local regulation for managing the funds of incompetent aged people.	-	50%

References

- Unpublished data, Sharjah Age-Friendly City Program, 2017.
- Unpublished data, Sharjah Age-Friendly City Program, 2018.

appendix

A form to measure the extent to which age-friendly cities standards are met within the practice of developing an age-friendly city index to measure services for elderly and the extent of their benefit thereof in the Emirate of Sharjah according to the criteria of age-friendly cities

Ser.	Domain	Components of the domain	Standard serial No.	No.	Component Details	responsible institution		Component Measurement			N/A	The laws and legislations provided	adopted standards	
						Yes	No	Available	Needs improvement	N/A				
1	Outdoor spaces and building	1- Environment	1	1-1	City cleanliness									
			2	1-2	The laws that protect the environment to reduce the noise level and irritating odors in the public places.									
		2- Green areas and pedestrian paths	3	2-1	Safe and maintained green areas and protective roofs that can be used to avoid the sun, rain, wind, toilet facilities and easily accessible seats.									
			4	2-2	Barrier-free pedestrian walkways with a smooth surface with accessible public toilet facilities.									
		3- Outdoor seats	5	3-1	The presence of outdoor seats on the roads, especially in the parks, parking and transportation areas and separating public areas that must be distinguished by regular dimensions.									
			6	3-2	The seats should be well maintained, monitored and reviewed periodically to ensure that they are available to everyone.									
		4- Sidewalks	7	4-1	The sidewalks should be well maintained, smooth, flat, non-slippery and wide enough to accommodate wheelchairs.									
			8	4-2	The sidewalks should be with low edges gradually sloped down to the road level.									

			9	4-3	The sidewalks should be free from any obstacles, such as manholes, street vendors, stopped cars, trees, feces of dogs and snow, with pedestrians having the priority to use them.								
	5- Roads		10	5-1	The roads should be equipped with non-slippery crossings for pedestrians, and they shall have equal dimensions, well planned and organized to ensure safe passage for the elderly.								
			11		The roads should be equipped with a well-designed material structure, suitable for the place such as the traffic bridge, overpasses or underpasses to help the pedestrians to cross the motorized roads.								
			12	5-2	The visual and audio traffic signals for pedestrian crossing give enough time for the elderly to cross the road.								
		6- Services		13	6-1	The services to be close to and easily accessible to the elderly's houses.							
			14	6-2	Existence of special measures to serve the elderly, such as separate queues or service outlets designated for them 6-2.								
	7- Buildings		15	7-1	The buildings should be equipped with elevators.								
			16	7-2	The buildings should be characterized by easily accessible sloping sidewalks.								
			17	7-3	The buildings should have sufficient and clear signage.								
			18	7-4	The staircases of the buildings should be equipped with side barriers/handrails.								
			19	7-5	The buildings should be characterized by the staircases that are not high or steep.								
			20	7-6	The buildings should be characterized by its non-slip floors.								

			21	7-7	The buildings should be characterized by the availability of comfortable seats in the rest areas.								
			22	7-8	The buildings should be characterized by the availability of a sufficient number public toilets, some of which should be designated for elderly who are disabled.								
		8- Public toilets	23	8-1	Should be Clean.								
			24	8-2	Periodic maintenance.								
			25	8-3	Easily accessible								
			26	8-4	The availability of clear toilet signage .								
		9- Traffic laws	27	9-1	The availability of a law compelling the drivers to stop at the pedestrian crossings.								
		10- Bicycle lanes	28	10-1	Bicycle lanes should be planned to be completely separate from pedestrian walkways without crossing them.								
		11- Safety	29	11-1	Enforcement of local laws related to public safety.								
			30	11-2	Taking special measures to reduce the risks that may result from the natural disasters.								
			31	11-3	Illuminating the roads properly.								
			32	11-4	Providing police patrols to maintain safety.								
			33	11-5	Supporting community and private safety initiatives.								
Avai labil ity of	Transporta tion	1- Affordable cost	34	1-1	Public transportation should be affordable for all elderly people.								
			35	1-2	Transportation fare should be fixed and clearly displayed								

courses to be enhanced to renew the skills.	2- Reliability and Frequency – 24 hours service	36	2-1	Public transportation should be reliable, regular and available throughout the day and regular (including night and weekends service).									
	3- Travel destinations	37	3-1	Public transportation should be available and accessible for the centers that meet the needs of elderly (hospitals, health centers, parks).									
		38	3-2	All areas should be connected to a well-connected roads network whether inside or outside the city or between neighboring cities.									
		39	3-3	The airlines should be well-connected among themselves and to the various available transportation means.									
	4- Age-friendly vehicles	40	4-1	The vehicles should be equipped with low floor and stairs steps and with wide and high seats.									
		41	4-2	Cleanliness of the vehicles should be observed.									
		42	4-3	Continuous maintenance of the vehicles should be observed .									
		43	4-4	The vehicles should have clear signs showing the bus number and destination									
	5- Seating priority	44	5-1	Seating priority should be for the elderly, the thing which should be respected by other passengers									
	6- Transportation drivers	45	6-1	The drivers should be respectful and adhere to traffic laws and rules. They should observe the elderly while getting in and out of the transportation means, and stop near the edge of the sidewalk to help the elderly to get off the bus.									
	46	7-1	Specific stops should be close to the elderly housing with good specifications.										

	7- Transportation Stops/ stations	47	7-2	The stops should be equipped with seats and Sun shades.									
		48	7-3	The stops should be clean and safe with good illumination.									
		49	7-4	The stations should be equipped with sloping sidewalks, escalators, elevators, suitable platforms, public toilets and easy-to-read signage placed at the proper places.									
		50	7-5	Easily accessible stops and stations.									
		51	7-6	Station staff should be polite and helpful.									
	8- Information	52	8-1	The elderly should be provided with sufficient information on how to use the public transportation and the available transportation options.									
		53	8-2	The time schedules should be clear and easy.									
		54	8-3	The time schedules clearly show the routes of the buses allocated to the people of determination and the elderly.									
	9- Community transportation	55	9-1	Providing community and comprehensive transportation services for volunteer drivers and bus services to transport elderly people to specific events and locations (by the volunteers or free transportation for them).									
	10- Taxis	56	10-1	Affordable taxis with discounts, subsidies or reductions for the elderly or the people of determination with low incomes.									
		57	10-2	Taxis are comfortable and accessible with enough space for the passengers.									
		58	10-3	Taxi drivers should be polite and take the initiative to help the elderly.									

11- Roads	59	11-1	The roads should be well maintained and wide.											
	60	11-2	The roads should be well-illuminated and equipped with suitable means of proper design and well-located to facilitate the traffic.											
	61	11-3	The roads should be sufficiently provided with illuminated traffic lights at the intersections of roads and have clear signs at major intersections, covered water drains and very clear site-appropriate signs											
	62	11-4	Well organized traffic movement.											
	63	11-5	The roads should be free from obstructions that can obscure the driver's sight.											
	64	11-6	The traffic laws should be strictly enforced and drivers abide by the laws.											
	12- Car Parks	65	12-1	Affordable parking for the elderly.										
		66	12-2	Parking priority should be for the elderly and they should be close to the buildings.										
		67	12-3	The parking areas should be suitable for the elderly to get off their vehicles.										
		68	12-4	Areas of Priority are allocated for the elderly near the buildings and transportation stops, and their use should be monitored.										
13- Specialized services	69	13-1	Sufficient services should be dedicated to transporting disabled elderly people.											
14- Driving licenses	70	14-1	Course should be provided for upgrading the skills.											

3	Housing	1- Affordable cost	71	1-1	There should be affordable housing for all elderly people.									
		2- Basic services	72	2-1	Affordable Basic services should be available in elderly housing (electricity - water - gas - sanitation etc.).									
		3- Design	73	3-1	Houses should be constructed by using suitable materials and the structure is durable.									
			74	3-2	The houses should have enough space to allow the elderly to walk inside.									
			75	3-3	The houses should be adequately equipped and comply with the environmental conditions (such as air conditioning or heating).									
			76	3-4	The houses should be air-conditioned and suitable for the elderly with flat areas and wide corridors that can accommodate wheelchairs, bathrooms, toilets and kitchens in conformity with the design.									
		4- Modifications	77	4-1	The houses should be modified according to the elderly's needs.									
			78	4-2	Modifications to the houses should be affordable.									
			79	4-3	The equipment necessary for the modifications should be available.									
			80	4-4	Financial aids should be provided for household modifications.									
			81	4-5	Having experience about how to modify the houses to meet the elderly's needs.									
		5- Maintenance	82	5-1	Maintenance services should be affordable for the elderly.									
			83	5-2	There are qualified and reliable service providers to perform maintenance works.									
			84	5-3	The public and leased houses and public areas are well maintained.									

	6- Elderly's stay at their homes	85	6-1	The services should be close to the elderly's houses.									
		86	6-2	There should be affordable services for the elderly to stay in and grow old in their homes.									
		87	6-3	The elderly should be obtain good information about the services available to help them grow old in their homes.									
	7- Societal integration	88	7-1	The housings' design guarantees helping the continued integration of the elderly into their community.									
	8- Housing options	89	8-1	Providing affordable housing options for the elderly.									
		90	8-2	The elderly should have good information about the housing options available to them.									
		91	8-3	There should be adequate and affordable houses for the elderly in the local areas.									
		92	8-4	There should be a range of appropriate services, benefits and activities in the housing facilities dedicated to the elderly.									
		93	8-5	The elderly's houses should be integrated into the surrounding community.									
	9- Living environment	94	9-1	The houses should be not crowded.									
		95	9-2	The elderly should be feel comfortable at their home environment.									
		96	9-3	The houses should not be located in areas prone to natural disasters.									
		97	9-4	The elderly should feel safe in environment they live in.									
		98	9-5	Providing financial assistance for home safety measures.									

4	Community participation	1- Availability of events and activities	99	1-1	The location should be suitable for the elderly within their neighborhood, with affordable and flexible transportation.									
			100	1-2	The elderly should enjoy the option of sharing with a friend or caregiver.									
			101	1-3	The timing of events should be convenient for the elderly to participate during the day.									
			102	1-4	Freedom to enter and participate in an event (i.e. no membership required) and the process of purchasing tickets should be easy and affordable and is done in one step and does not require the elderly to stand in long queues for some time.									
		2- Affordable cost	103	2-1	Events and activities should be affordable and do not include unwritten expenses.									
			104	2-2	Voluntary societies should have public and private support to keep the cost of activities affordable for the elderly.									
		3- Scope of events and activities	105	3-1	There should be a wide range of diverse events and activities to attract diverse segments of the elderly, as each of them has many different interests.									
			106	3-2	There should be community activities that encourage the participation of people of all ages and cultural backgrounds.									
		4- Facilities	107	4-1	The meetings involving the elderly should take place in various community locations such as centers, markets, schools and libraries, etc.									
			108	4-2	Facilities should be available and equipped to enable the participation of residents who are disabled or in need of care.									

		5- Promotion of activities	109	5-1	Information about activities and events should reach the elderly, including information about the activity itself, its availability and transportation options.								
		6- Addressing Isolation	110	6-1	Personal invitations should be sent to promote the activities and encourage participation.								
			111	6-2	Facilitating attendance of the events without a need for specific skills (including reading and writing).								
			112	6-3	Any elderly member who no longer attends activities in a club remains on the list of those who receive mail or phone messages (SMS) for such club until the member himself requests the removal thereof.								
			113	6-4	The organizations are making efforts to attract isolated elderly people, for example, through personal visits or phone calls.								
		7- Community Inclusion Care	114	7-1	Community facilities should promote common and multipurpose use by individuals of all ages and interests and foster interaction among using groups.								
			115	7-2	Local community locations and activities should promote harmony and sharing among the residents of the same neighborhood.								
5	Respect and social integration	1- Respectful and inclusive services	116	1-1	Seeking the advice of the elderly by the public and voluntary and commercial service providers on the best ways to serve them better.								
			117	1-2	Providing general and commercial services, services and products allocated								

				for the needs and preferences of the elderly.									
		118	1-3	The services sector should have staff who are helpful, respectful and trained on how to deal with the elderly.									
	2- General image and aging	119	2-1	It includes the media in general and the elderly, and it shows them positively and without prejudice. (Stereotype)									
	3- Intergenerational interaction and with the family	120	2-1	There are facilities, activities and events across the community that attract residents of different generations, as they are suitable for the needs and preferences of different ages.									
121		2-2	The elderly specifically should be integrated into community activities allocated for "families".										
122		2-3	Activities that bring generations together for mutual pleasure and enrichment should be held regularly.										
	3- Public awareness	123	3-1	Including education on aging and the elderly in the curricula of primary and secondary schools.									
124		3-2	Active and sustainable discovery of the elderly in the activities of local schools with children and parents.										
125		3-3	The elderly should be given opportunities to share their knowledge, history and experience with other generations.										
	4- Community inclusion	126	4-1	The elderly should be included as active partners in making community decisions that affect them.									
127		4-2	Community work that aims to strengthening ties and support and makes the elderly as an important source of										

					information, i.e. advisors, representatives and beneficiaries.									
		5- Economic inclusion	128	5-1	The economically disadvantaged elderly should enjoy public, voluntary and private services and events.									
6	Civil participation and employment	1- Volunteering options	129	1-1	There should be a broad choice for elderly volunteers' participation.									
			130	1-2	Developing the voluntary organizations in a proper manner through forming their basic structures, preparing their training programs and recruiting their workforce including the volunteers.									
			131	1-3	Matching the skills and interests of the elderly with the jobs according to a record or database.									
			132	1-4	The volunteers should be supported in their volunteer work by providing transportation, for example, or refunding the fuel cost.									
		2- Employment options	133	2-1	There should be a wide range of work for the elderly.									
			134	2-2	Setting policies and legislation that reduce age-based bias.									
			135	2-3	Retirement should be optional and not compulsory.									
			136	2-4	Providing flexible employment opportunities for the elderly and options for part-time or seasonal jobs.									
			137	2-5	There should be programs and agencies to employ the elderly.									
			138	2-6	Employment organizations such as trade unions should support flexible options for them, such as part-time or volunteer work, to enable the elderly to participate more.									

		139	2-7	Encouraging the employers to employ and retain the elderly.									
	3- Training	140	3-1	The elderly should be offered pre-retirement training opportunities.									
		141	3-2	Providing opportunities for the elderly to retrain them on the modern technology.									
		142	3-3	Voluntary organizations should provide training for their jobs.									
	4- Availability	143	4-1	Promoting voluntary or paid work opportunities.									
		144	4-2	Free transportation to the workplaces should be available.									
		145	4-3	Adapt workplaces to suit the needs of people of determination .									
		146	4-4	No elderly employee should bear the costs of participating in a work for an additional paid or voluntary work.									
		147	4-5	Allocating support to the organizations (such as funding or lowering insurance costs), recruiting, training and retaining of elderly volunteers.									
	5- Civil participation	148	5-1	Including the elderly in the advisory bodies, boards of directors and organizations.									
		149	5-2	Providing support to enable the elderly to participate in the meetings and civil events, such as allocating reserved seats for them, providing assistance to the people of determination, providing assistance to hearing impaired persons and providing transportation									
		150	5-3	Consulting with the elderly themselves in setting out professional policies, programs and plans.									

			151	5-4	Encouraging the elderly to participate.								
		6- Appreciated contributions	152	6-1	Respecting, thanking and appreciating the elderly for their accomplishments.								
			153	6-2	Inducing the employers and organizations to take into account the needs of older workers.								
			154	6-3	Promoting the benefits gained from employing the elderly among the employers.								
		7- Organizing projects	155	7-1	Supporting self-employed elderly and encouraging self-employment opportunities (such as markets for selling agricultural products and handicrafts, training for small businesses and microfinance for the employed elderly)								
			156	7-2	The information designed to support small businesses and those that can be managed from home should be placed within a frame suitable for employed elderly.								
		8- Wage	157	8-1	Paying adequate wages to the elderly workers that are appropriate to their work.								
			158	8-2	Paying the costs for elderly volunteers while doing volunteer work.								
			159	8-3	Not to deduct any other income the elderly receive from their retirement pension or any other form of financial support they deserve from their wages.								
7	Communication and information	1- Presentation of information	160	1-1	A basic, comprehensive communication system of written, visual and telephone media should be accessible to all residents.								

			161	1-2	The government or volunteer organizations guarantee a regular and reliable distribution of information.										
			162	1-3	Sharing the information with the elderly near their homes and places where they carry out their usual activities in their daily lives.										
			163	1-4	Coordinating the dissemination of information via affordable and well-publicized community services - grouped into one center that provides them with information.										
			164	1-5	Providing media, whether regular or purposeful, with regular information and broadcast programs of interest to the elderly.										
		2- Oral communication	165	2-1	The elderly prefer to facilitate oral communication to them, for example through public meetings, community centers, clubs and radio media and through the individuals in charge of disseminating information individually.										
			166	2-2	People exposed to social isolation receive the information from trusted individuals with whom they can interact, such as volunteering callers and visitors, home support workers and decorators and supervisors.										
			167	2-3	Individuals in public and commercial offices provide elderly-friendly individual services on demand.										
		3- Printed information	168	3-1	Including official forms, television comments and texts written on visual presentations depending on the use of capital letters and clarification of main										

					ideas using clear titles written in bold font.									
		4- Clear language	169	4-1	printed and audio communication should use simple words in short and direct phrases.									
		5- Automated communications and devices	170	5-1	automatic answering services should provide instructions slowly and explain to callers how to repeat the message at any time.									
			171	5-2	Giving the callers the option to speak to a real person or leave a message to call them at a later time.									
			172	5-3	Equipping electronic devices, such as mobile phones, radios, televisions, automated bank outlets and ATM machines with buttons and monitors of large icons/letters.									
			173	5-4	Screens of ATM machines, postal outlets and other services are equipped with good lighting and can be accessed by people of different lengths.									
		6- Computers and Network (Internet)	174	6-1	The availability of computers and network services (Internet) on a large scale in many public places such as government offices, community centers, libraries and cafes, provided should be affordable.									
			175	6-2	Providing special instructions and individual assistance to the users of these means.									
8	Community support and health services	1- Facilitating services	176	1-1	Distributing health and social services properly within the city and collecting in one convenient location, accessible by all means of transportation.									

			177	1-2	The presence of the location of residential care facilities, such as retirement homes and elderly's homes near services and residential areas, so that the residents therein are integrated into the wider community.														
			178	1-3	Ensuring that service facilities are of safe structure and fully available for people of determination .														
			179	1-4	Providing clear and available information about health and social services for the elderly.														
			180	1-5	Coordinating the provision of individual services and distinguishing them with a minimum level of bureaucracy.														
			181	1-6	Dealing with the elderly with respect and sensitivity by the management and service personnel														
			182	1-7	Eliminating and minimizing economic barriers that limit the availability of health and community support services.														
			183	1-8	Adequate availability and designation of burial sites.														
		2- Provision of services	184	2-1	Providing an adequate range of health and community support services to promote, preserve and recover health.														
			185	2-2	Providing home care services that include health, personal and housekeeping services.														
			186	2-3	Ensuring that the health and social services available meet the needs, concerns and services of the elderly effectively.														
			187	2-4	Developing the skills of professionals and those involved in the services and														

					training them to communicate with the elderly and serve them effectively.								
		3- Voluntary support	188	3-1	Encouraging volunteers of all ages and supporting them to help the elderly within a large scale of health and community frames .								
		4- Emergency planning and care	189	3-2	Inclusion of the elderly in the emergency plans, taking into account their needs and capacities to prepare for and respond to emergencies.								